



## **Enterprise Service Desk (ESD) “Order Services” for End Users**



- **Course Objectives**
- **Lesson: Services**
  - What is ESRS?
  - What is Changing?
  - Exploring the Catalog
  - Placing an Order
  - Managing Orders
  - Placing an *On Behalf Of* Order
  - Placing an Order in the ACES Product Catalog (APC)
  - New Feature: Tech Refresh / Early Tech Refresh
  - Changes to Services in the Catalog
  - Approvals
  - P-Card Orders
  - Service Validation and Satisfaction Surveys
  - Misc. Tips and Tricks
  - Glossary
  - Additional Learning Resources



## Course Objectives

- By the end of this presentation, a NASA employee or contractor will understand:
  - The purpose, scope, and goals of the **Enterprise Service Request System (ESRS)**; and
  - The processes for ordering and managing services / products.

## Lesson: Services



# ESD

## Enterprise Service Desk

ESD Contact Information  
Phone: 1-877-677-2123  
Email: [nasa-esd@mail.nasa.gov](mailto:nasa-esd@mail.nasa.gov)

Welcome, Lori Hatten [\[log out\]](#)

[f](#) [t](#) [v](#) [y](#)

Approval


Search

### Home

- Self-Help Search
- My Tickets
- Order Services
- My Notifications
- ESD Metrics
- CI Audits

Tweets  
 NASA ESD @NASA\_ESD 1h  
ESD operations are back to normal.

### Desktop



- . Access (35)
- . Backup (1)
- . General (155)
- . Hardware (103)

### Application



- . Access (88)
- . General (2156)
- . Software Failure (295)
- . Vpn/Rsa Securid Token (18)

### Network




- . Degradation (18)
- . Error Code (1)
- . Failure (42)
- . Outage (14)

### My Tickets



### Password Resets





### \*\*\*NSSC TEST INSTANCE\*\*\*

Welcome: Paul Rydeen

Toggle Navigator

List and Form View

Tagged Documents

All Bookmarks

Bookmark and pane-based UI help

#### Self-Service

- Homepage
- Knowledge
- NSSC OCIO Work Initiatives
- All Projects / All Portfolios
- My Approvals
- My Approval History
- My Assets
- Service Catalog
- Requested Items
- My Profile
- Take Survey
- My Assessments & Surveys
- Email Log

#### CLIN

- Invoice Uploads
- SCRUM Project Management
- Project
- Asset Management
- Reports

Q

#### Service Catalog



#### ACES Product Catalog (APC)

Review and purchase from the ACES product catalog, includes the management of product returns and price match requests.



#### Agency OCIO Services

Used for internal Agency CIO functions.



#### Collaboration Services

Request new services related to collaboration tools such as Instant Meeting, VITS and WebEx.



#### Computing Seat Services

Request a new computing seat or modifications to an existing computing seat, this includes requests for loaner computers, software and hardware.



#### Desk Telephone Services

Request or modify desk telephone services.



#### Miscellaneous Services

Request other services not covered by other menu options.



#### Mobile Device Services

Mobile Device Services



#### Moves

Request a service asset move such as a computer, telephone, network connection. Includes bundled move requests to address a user move.



#### My Services

Refresh or modify your existing services.



#### Networking Services

Request new service or modifications to existing networking services such as firewall updates, domain names and IP addresses.



## Services: What is ESRS?

- The **Enterprise Service Request System** (ESRS) is an ordering system for I3P and non-I3P services.
- NASA's Service Owners and Service providers maintain the **ESRS**.
- NASA End Users access the **ESRS** by navigating to the **Enterprise Service Desk** (ESD) **Tier 0** Web site and clicking "Order Services".
- The system allows an End User to select a service from the predefined catalog, provide necessary information to complete an order, and submit the order for approval. **ESRS** functions much like many popular industry Web sites that allow a Web User to use a shopping cart to complete a purchase. E-mails confirm the request was received.
- The **ESRS** grants employees with a NASA user ID the ability to place an order for a service or product On Behalf Of (OBO) a colleague.
- The **ESRS** is managed by the NASA Shared Services Center (NSSC) as a service of the **ESD**.



# ESD

Enterprise Service Desk


NASA Shared Services Center

## What is Changing?

- Beginning May 28, the ESRS will go offline at 8:00 p.m. CDT.
- All open approved ACES Service Requests (SRs) will be migrated to ServiceNow; and all open, approved SRs with NICs will continue to work in the NICS ticketing system (NITSM.)
- All other SRs in Remedy will remain in Remedy, with no further action to be taken by ESD or the I3P vendors.
- Note: Users may reenter SRs into ServiceNow manually if they still need them to move forward. This might be the case for SRs in draft, cart, or waiting approval statuses.
- The ESD Service Office will be providing a list of open SRs to the ESD SME at each Center so users and approvers may be made aware which SRs are affected.
- Go-live of the new ESRS is scheduled for June 1.
- NASA users may access legacy SR data in two ways.
  - For the short term, Analytics will remain on-line and will be accessible via Tier 0 for provisioned NASA users. Users who do not have access to Analytics may request it in NAMS.
  - For the long term, legacy data will reside in TechDoc and will be accessible via the NSSC Customer Portal to all NASA users. More details on the TechDoc solution will be provided prior to implementation.
- On Monday June 1, all NASA users will be able to login to the new ESRS environment, accessed via ESD Tier 0.



• ESRs: Old vs. New



ESD

Enterprise Service Desk

ESD Contact Information

Phone: 1-877-677-2123

Email: nasa-esd@mail.nasa.gov

Welcome, Paul Rydeen [log out]

Facebook

Twitter

YouTube

Vimeo

Search

Home

Self-Help

My Tickets

Order History

My Notifications

Notifications

ESD Services

FCaRT

ESD Mobile

CI Audit

Tweets by @NSSC

Editor: NSSC Official Manager: P...

How To Order Services

Welcome PAUL J RYDEEN

Needs Attention

Drafts

Since Last Visit

Open Requests

Pending Approval

Service Definitions

Knowledge Articles

Search All Requests


Request On Behalf Of...

Search

All

for


Service Categories



ACES Product Catalog (APC)

Review and purchase from the ACES product catalog, includes the management of product returns and price match requests.


List Related Services >



Agency OCIO Services

Used for internal Agency CIO functions.


List Related Services >



Collaboration Services

Request new services related to collaboration tools such as Instant Meeting, VITS and WebEx.

List Related Services >



DCNSS

Data Center Network and Security Services

List Related Services >

Welcome: Paul Rydeen

Type filter text

Self-Service

Homepage

Knowledge

NSSC OCIO Work Initiatives

All Projects / All Portfolios

My CVT Validation Approvals

My CVT Validation Approval History

My IT Approvals

My IT Approval History

My Org Approvals

My Org Approval History


My Resource Approvals

My Resource Approval History

My Assets


Service Catalog

Service Catalog




ACES Product Catalog (APC)

Review and purchase from the ACES product catalog, includes the management of product returns and price match requests.




Agency OCIO Services

Used for internal Agency CIO functions.




Collaboration Services

Request new services related to collaboration tools such as Instant Meeting, VITS and WebEx.




Computing Seat Services

Request a new computing seat or modifications to an existing computing seat, this includes requests for loaner computers, software and hardware.




Miscellaneous Services

Request other services not covered by other menu options.




Mobile Device Services

Mobile Device Services



Moves

Request a service asset move such as a computer, telephone, network connection. Includes bundled move requests to address a user move.



My Services

Modify your existing services.



## Services: Exploring the Catalog

Ordering Services – customers can view the services available for order by selecting **Order Services** from the left navigation or by clicking the icon.

The screenshot shows the NASA ESD Enterprise Service Desk interface. The left navigation menu includes links for Home, Self-Help Search, My Tickets, **Order Services** (highlighted with a red box), My Notifications, ESD Metrics, and CI Audits. The main content area is divided into several sections: Desktop, Application, Network, My Tickets, **Order Services** (highlighted with a red box), My Notifications, Password Resets, Web, and User Guide. The 'Order Services' section contains a globe icon and a link to a tutorial. The 'My Tickets' section shows a 'Ticket' icon. The 'Desktop' section lists services like Access (35), Backup (1), General (155), and Hardware (103). The 'Application' section lists services like Access (88), General (2156), Software Failure (295), and Vpn/Rsa Securid Token (18). The 'Network' section lists services like Degradation (18), Error Code (1), Failure (42), and Outage (14). The 'Web' section lists services like Aces Apc (2), Esd (5), and Nasa Gov (24). The 'User Guide' section shows a 'USER GUIDE' icon. The 'Password Resets' section includes a link to reset your NDC (Windows) and LaunchPad. The 'My Notifications' section shows a megaphone icon. The 'Tweets' section shows a tweet from NASA ESD @NASA\_ESD stating 'ESD operations are back to normal.' The 'ESD Contact Information' in the top right corner provides the phone number 1-877-677-2123 and the email address nasa-esd@mail.nasa.gov. The 'Approval' field is empty, and the 'Search' button is visible.





## Services: Placing an Order

The **ESRS** will open in a new tab or window (depending on browser settings). Select the category you want to browse, or search from the search bar.

The screenshot displays the NASA Enterprise Service Desk (ESD) interface. At the top, the NASA logo is on the left, and the text "NASA Shared Services Center" is on the right. Below the logo, the text "ESD Enterprise Service Desk" is prominently displayed. The main header area includes a welcome message "Welcome: Paul Rydeen" and a "Logout" button. A search bar is located in the top left of the main content area, with the text "compute" entered. Below the search bar, a dropdown menu lists search results: "Government-Owned Compute (GC) Request - Hardware Only (HWO)", "Change My Computer Configuration", "Government-Owned Compute (GC) Request - All Inclusive (INC)", "Government-Owned Compute (GC) Assessment Request", and "Wipe and Load Service on a Compute Seat". The left sidebar contains a "Toggle Navigator" button and a list of menu items: "Self-Service", "CLIN", "Invoice Uploads", "SCRUM Project", "Management", "Project", "Service Catalog", "Catalogs", "Catalog", "Items", "Tasks", "External Survey", "Response", "APC Cart Support", "APC Carts", "CartItems", "P-card Support", "P-card submissions", "Asset Management", "Reports", "Managed Documents", and "System Definition". The main content area displays a grid of service tiles. The "Computing Seat Services" tile is highlighted with a red box. Other tiles include "Miscellaneous Services", "Mobile Device Services", "Moves", "My Services", "Networking Services", "Agency OCIO Services", "Collaboration Services", and "Desk Telephone Services".



## Placing an Order (cont.)

- If you are browsing by category, now select the item type you want to explore.

The screenshot displays the NASA Enterprise Service Desk (ESD) interface. At the top, the NASA logo and 'ESD Enterprise Service Desk' are visible, along with the text 'NASA Shared Services Center'. A red banner indicates '\*\*\*NSSC TEST INSTANCE\*\*\*'. The user is logged in as 'Paul Rydeen'. The left sidebar contains a 'Toggle Navigator' and a list of links including 'Homepage', 'Knowledge', 'NSSC OCIO Work Initiatives', 'All Projects / All Portfolios', 'My Approvals', 'My Approval History', 'My Assets', 'Service Catalog', 'Requested Items', 'My Profile', 'Take Survey', 'My Assessments & Surveys', 'Email Log', 'CLIN', 'Invoice Uploads', 'SCRUM Project Management', 'Project', 'Asset Management', and 'Reports'. The main content area shows the 'Service Catalog > Computing Seat Services' path. A search bar and a 'Logout' button are at the top right. The 'Computing Seat Services' section includes a description: 'Request a new computing seat or modifications to an existing computing seat, this includes requests for loaner computers, software and hardware.' Below this, a 'Categories' section lists various options: 'Apple Seat', 'B-Build Seat Request', 'Government-Owned Seat', 'Linux Seat', 'Other Seat Services', 'Unix Seat', 'Windows Seat' (highlighted with a red box), and 'X-Build Seat Request'.



## Services: Placing an Order (cont.)

- A list of one or more items will display. Scroll and select the item you want to request.

The screenshot shows the NASA Enterprise Service Desk (ESD) interface. At the top, there is a NASA logo and the text "ESD Enterprise Service Desk". Below this, a banner reads "NASA Shared Services Center". The main header area includes a "Toggle Navigator" button, a "Welcome: Paul Rydeen" message, and a "Logout" button. The left sidebar contains a "List and Form View" toggle, a "Tagged Documents" section, and a "All Bookmarks" section. The main content area displays the "Service Catalog > Computing Seat Services > Windows Seat" path. The "Windows Seat" section shows a list of items, with "Wintel CAD Engineering Workstation" highlighted by a red box. The item details include a description of the workstation, a list of required selections for ordering, and a "More Information" link. The bottom of the page shows a "Wintel Desktop" section.

\*\*\*NSSC TEST INSTANCE\*\*\*

Welcome: Paul Rydeen

Logout


Service Catalog > Computing Seat Services > Windows Seat

20

### Windows Seat

Items

**Wintel CAD Engineering Workstation**  
Wintel CAD Engineering Workstation (M-Seat)  
[More Information](#)



The ACES CAD Engineering Workstation provides additional, more powerful single socket computing power to run CAD applications.

The selections listed below with the \* are required selections for ordering, when your selections are made - please click the Submit Now button to submit for appropriately approvals/processing.

Wintel Standard Mobile Engineering Workstation is a mobile engineering platform.

- Processor: Intel® Xeon® E5-2643
- RAM: 32GB
- Hard Disk Drive: 1 x 256GB Solid State Drive SATA and 2 x 600GB
- Graphics Technology: NVIDIA Quadro K5000 4.0GB GDDR5 Video Memory

**Monitor Sizes:**

- NASA-STD-2805x Standard (24")
- NASA-STD-2805x + 20% (27")

After the required selections are made, please click the Order Now button for the appropriate approvals/processing. The Expected Delivery Date is 5 Business days from the time of final NASA approvals. For details on the current make/model information for New Seat ordering - click here to view the [Quick Reference Guide](#)

Wintel Desktop



## Services: Placing an Order (cont.)

- The selected item will open and the display will provide information about the item and one or more options to be selected.

The screenshot displays the ServiceNow Service Catalog interface for the NASA Shared Services Center. The browser address bar shows the URL <https://nasatest.service-now.com/navpage.do>. The page header includes the NASA logo, the text "\*\*\*NSSC TEST INSTANCE\*\*\*", and the user "Impersonating: Paul Rydeen".

The left sidebar contains a "Toggle Navigator" and a list of navigation links: "List and Form View", "Tagged Documents", "All Bookmarks", "Bookmark and pane-based UI help", "My CVT Validation Approvals", "My CVT Validation Approval History", "My IT Approvals", "My IT Approval History", "My Org Approvals", "My Org Approval History", "My Resource Approvals", "My Resource Approval History", "My Assets", "Service Catalog", "Assets To Be Updated", "My Task Boards", "Requested Items", "My Profile", "Email Log", "CLIN", "Invoice Uploads", "SCRUM Project", "Management", and "Project".

The main content area shows the "Service Catalog > Computing Seat Services > Apple Seat > Apple Laptop" path. The selected item is "Apple Laptop - Standard & Modifiable Seat". A small image of an Apple laptop is displayed. The description states: "The Apple Laptop S (Standard) Seat is an Apple model that includes the Apple operating system, Bookendz (docking station), 3 year Refresh, and 8 hour Return to Service. The selections listed below with the \* are required selections for ordering, when your selections are made - please click the Submit Now button to submit for appropriately approvals/processing. The Expected Delivery Date is 2 Business days from the time of final NASA approvals." The description for the Modifiable Seat is also provided.

The "Order this Item" section on the right includes "Order Now" and "Add to Cart" buttons. The "Shopping Cart" is currently empty.

The "Order Information" section at the bottom shows the following details:

Order Information	
Requested On Behalf Of	Ship To
Paul Rydeen	NASA Shared Services C
Organizational Approver	Ship To Building
NSSC XD030	1111



## Services: Placing an Order (cont.)

- You must make a selection for options with a small red bar to the left. Note that the default response for most options is “None”. This means no selection has been made, **not** that this option is now being requested.
- NOTE: Requests may **not** be submitted without first changing this option to something other than “None”.

Welcome: Paul Rydeen Logout

List and Form View

Tagged Documents

All Bookmarks

Bookmark and pane-based UI help

Self-Service

- Homepage
- Knowledge

NSSC OCIO Work Initiatives

All Projects / All Portfolios

My Approvals

My Approval History

My Assets

Service Catalog

Requested Items

My Profile

Take Survey

My Assessments & Surveys

Email Log

CLIN

Invoice Uploads

SCRUM Project Management

Project

Asset Management

Reports

Order Information

Requested On Behalf Of: Paul Rydeen

Ship To: NASA Shared Services C

Organizational Approver: NSSC XDC

Type of Request: -- None --

Request Details

Type of Seat: -- None --

OS Option: Windows 7 Enterprise 64

Note for OS Option

The Win 8.1 Gold Build has limited interoperability, will not work with all NASA systems, and may not be suitable as your primary computer. More information is available: <https://aces.ndc.nasa.gov/subnav/os-win.html>

Business Justification

Additional Comments / Business Justification





- Attachments may be added to any request by clicking the paper clip or dragging and dropping the attachment anywhere on the request form. NOTE: Internet Explorer (IE) does not support “drag and drop”.

The screenshot displays the ESD Enterprise Service Desk interface. On the left is a sidebar with a 'Navigator' menu containing sections like 'List and Form View', 'Tagged Documents', 'All Bookmarks', and 'Bookmark and pane-based UI help'. The main content area shows a 'Welcome: Paul Rydeen' message and a request form with sections for 'Order Information', 'Organizational Approver', 'Type of Request', 'Request Details', 'OS Option', and 'Business Justification'. A 'PPT' file icon is shown in the 'Business Justification' section. A blue dashed arrow points from a folder icon at the bottom left to the 'PPT' icon. On the right, a 'Shopping Cart' sidebar is visible, containing 'Order this Item', 'Price + \$100.65 Monthly', 'Order Now', 'Add to Cart', and 'Shopping Cart Empty'. A red box highlights a paper clip icon in the top right of the shopping cart, with a blue arrow pointing to it and the text 'Click to attach'. Below this, an 'Attachments' dialog box is open, showing 'Choose a file to attach:' with a 'Browse...' button and an 'Attach' button. It also has an 'Add Another Attachment' button and a 'Current file attachments:' section showing 'None'. A blue dashed arrow points from the 'PPT' icon to the 'Attachments' dialog.

Drag and drop attachments  
(FireFox, Safari, and Chrome)



- Once you have made your selections, click **Order Now**. Note that one-time and/or recurring costs will be displayed immediately above the **Order Now** button, as applicable.
- **Add to Cart** is also an option if multiple items are needed for the same individual (not for multiple individuals). Note the existing item in the cart will also be ordered when clicking **Order Now**.
- NOTE: Attachments cannot be added to a request once it has been added to the cart.

\*\*\*NSSC TEST INSTANCE\*\*\*

Welcome: Paul Rydeen

Logout

Service Catalog > Computing Seat Services > Windows Seat > Wintel Desktop

**Wintel Desktop**

The Wintel Desktop S (Standard) Seat is a model that includes the Microsoft Windows operating system, 3 year Refresh, and hour Return to Service. The selections listed below with the \* are required selections for ordering, when your selections are made - please click the Submit Now button to submit for appropriately approvals/processing. The Expected Delivery Date is 2 Business days from the time of final NASA approvals.

The Wintel Desktop M (Modifiable) Seat is a model that includes the Windows operating system. This seat is designed for users who have similar requirements as the S (Standard) Seat but need different service and/or select hardware options. The selections listed below with the \* are required selections for ordering, when your selections are made - please click the Submit Now button to submit for appropriately approvals/processing. The Expected Delivery Date is 5 Business days from the time of final NASA approvals.

- Processor: Intel Core i5-4570 3.20GHz
- RAM: 8GB
- Hard Disk Drive: 500GB

**Monitor Size for Standard Seat**

- NASA-STD-2805x Standard (23")

**Monitor Size for Modifiable Seat**

- NASA-STD-2805x Standard (23")
- NASA-STD-2805x + 10% Min. (24")
- NASA-STD-2805x + 20% Min. (27")

After the required selections are made, please click the Order Now button for the appropriate approvals/processing. For details on the current make/model information for New Seat ordering - click here to view the [Quick Reference Guide](#)

**Order this Item**

Price + \$62.41 Monthly

**Order Now**

**Add to Cart**

**Shopping Cart**

1 Wintel Desktop  
+ \$62.41 Monthly

**Edit Cart**


**Proceed to Checkout**

**Continue Shopping**

Cart contents



- Clicking **Edit Cart** rather than **Order Now** presents you with a screen to **Edit** or **Delete** the **Cart** contents.
- NOTE: Attachments cannot be added to a request once it has been added to the cart, even when selecting **Edit** from this screen.

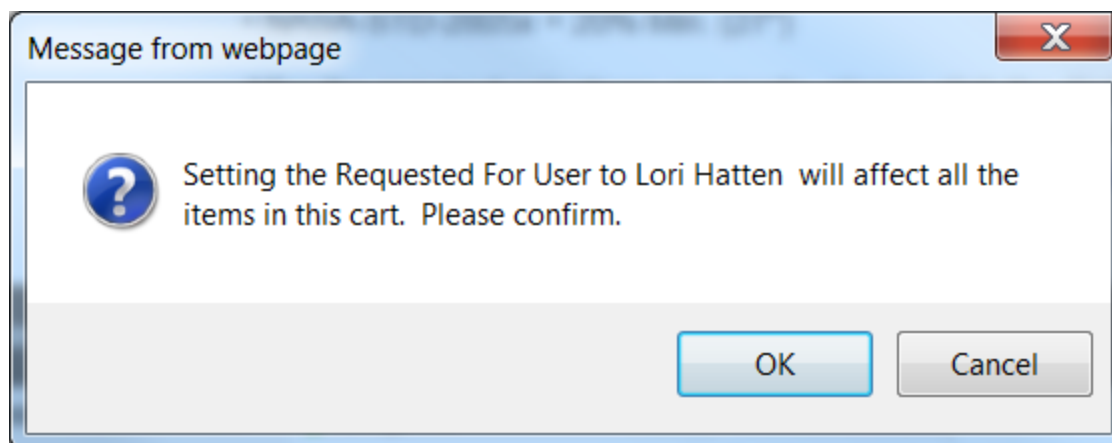
 **Shopping Cart**

Are the contents of your cart correct? Please double check the items and remove and edit where appropriate

	Item (Includes Monthly Charges)	Price (ea.)	Total
<a href="#">Delete</a>	▶ Apple Laptop - Apple Laptop - Standard & Modifiable Seat	-	-
<a href="#">Edit</a>		+\$100.65 Monthly	+\$100.65 Monthly
<b>Total</b>			<b>+\$100.65 Monthly</b>



- Note that the cart can only be used for multiple items for a single user. A pop-up will warn you when trying to add an item to the cart for a second user. If you click OK then **all items in the cart will be for the new user.**
- This means the original item(s) in your cart will be changed from the user you selected at the time you placed the order to the new user you are selecting for the new item.





- Once your request has been submitted, you will see the **Order Status** screen. Note that this is an abbreviated view for confirmation purposes. The **RITM** view has full details.
- The **RITM** is the primary number you will use to track this request, follow up with approvers and vendors, etc. The REQ number is relate to the **RITM** but is used to associate multiple RITMs when the cart is used (one to many relationship).
- You may continue to browse the catalog for other items if desired.
- NOTE: The “Home” button will take you back to your personal ServiceNow landing page.

Welcome: Paul Rydeen

Logout

Order Status

Order Placed: 2015-04-29 07:32:26  
Request Number: REQ0090118

Number	Description (Includes Monthly Charges)	Stage	Price (ea.)	Total
RITM0090176	Apple Desktop Standard or Modifiable Seat		+\$88.66 Monthly	+\$88.66 Monthly
<b>Total</b>				<b>+\$88.66 Monthly</b>

Stage

- ☒ Request Approved (Approved)
- ☒ Draft (Completed)
- ☒ Waiting for Approval (In progress)
- ☐ Rejected (Pending - has not started)
- ☐ Planning (Pending - has not started)
- ☐ In Progress (Pending - has not started)
- ☐ Completed (Pending - has not started)

Home

*Expand here for  
additional status  
details. Actual*





# ESD

## Enterprise Service Desk

NASA Shared Services Center

## Services: Managing Orders

To view and manage your open requests, select **My Requested Items** from the main menu. If you are searching for your completed items select **My Requested Items History**. If you are searching for orders for other NASA users select **All Requested items**



- Selecting **My Requested Items** will display a list of your open requests. Note that the request numbers begin with “RITM”. This is the number that uniquely identifies your request.
- Click on any request to display the information associated with the request.

*The Center is in the  
“Location” field*

\*\*\*NSSC TEST INSTANCE\*\*\*

Impersonating: James Barnett

Requested Items

Number	Requested for	Location	NASA Org Code	Opened by	Location	NASA Org Code	Item	Stage	State
RITM0090177	James Barnett	NASA Shared Services Center	XF030	James Barnett	NASA Shared Services Center	XF030	Apple Desktop	Open	Open

ServiceNow General Navigation Tip:

- When selecting a record from any list view it is best to click the blue “i” at the beginning of each row.
- Hovering over this view icon will display a pop-up with details of the item, and clicking will open the item.
- You may also select the RITM number or other fields for additional information about the request.

- Selecting **Requested Item History** will display a list of your completed/closed requests. Selecting **All Requested Items** will display all users’ requests.
- Additionally you can use the search feature at the top of the screen to quickly find the item you need. You may use an asterisk as a wildcard when searching.

\*\*\*NSSC TEST INSTANCE\*\*\*

Welcome: Lori Hatten

Type filter text

My Assets

Service Catalog

My Task Boards

My Requested Items

My Requested Item History

All Requested Items

My Profile

Email Log

Requested Items

Go to Number

All > Request Requested for = Lori Hatten .or. Request Opened by = Lori Hatten > State IN (Closed Incomplete, Closed Complete, Closed Skipped)

	Number	Item	Opened by	Approval	Stage	State
<input type="checkbox"/>	RITM0074406	VTS (Virtual Team Service Account) Request	Matthew Wilkofsky	Requested		Closed Complete
<input type="checkbox"/>	RITM0061399	Smartphone Seat	Matthew Wilkofsky	Requested		Closed Complete
<input type="checkbox"/>	RITM0029014	Wintel Laptop	Matthew Wilkofsky	Requested		Closed Complete

Actions on selected rows...

Requested Items

Go to

Number

All > Request Requested for

for text

Number

Item

Approval

Quantity

Stage

Request

Approval history

You can change search criteria by using the pulldown.

- Request details are displayed. View or update the request as needed.

\*\*\*NSSC TEST INSTANCE\*\*\*

Welcome: Lori Hatten

Logout

Type filter text

- My Assets
- Service Catalog
- My Task Boards
- My Requested Items
- My Requested Item History
- All Requested Items
- My Profile
- Email Log

CLIN

SCRUM Project Management

- Visual Timeline
- My Work
- My Products
- My Releases
- My Sprints
- My Stories
- My PIDACs
- My Meetings
- My Tasks
- Planning
- Planning Board
- Products
- Themes

Requested Item - RITM0090427

Number

RITM0090427

Due date

2015-05-05 08:20:19

Request

REQ0090369

Requested for

Lori Hatten

Opened

2015-05-05 08:20:19

Opened by

Lori Hatten

Stage

Waiting for Approval

State

Open

Delivery Plan Status for: Request a new, or change an existing, human-readable name to IP address map

Task	Duration	Expected Start	Started	Completed
Org Approval Needed		2015-05-05		

Description

Request a new, or change an existing, human-readable name to IP address map

Additional comments

Variables

Order Information

Requested On Behalf Of	Ship To
Lori Hatten	NASA Shared Services Center

Update

Cancel

Edit Request

Stage and State Tip:

“Stage” reflects the current status of the workflow that is executing for the request: “Waiting for Approval” “Fulfillment” “Delivery” “Canceled”

“State” shows the current status of the requested item (RITM): “Closed Incomplete”, “Closed Complete”, “Closed Skipped”, “Pending”, “Work in Progress”, “Open”

State and Stage may not always appear to match, if the Stage is waiting on further progress from one or more actions from the RITM.



- Add comments to the “Additional comments” field at any time during the life of the request. These comments will be displayed to all approvers viewing the order at any stage in the workflow. Approvers may also add comments that will be visible to the requestor.








The screenshot displays the ESD Enterprise Service Desk interface for a requested item with ID RITM0020008. The interface includes a top navigation bar with a back arrow, a menu icon, the title 'Requested Item - RITM0020008', and an 'Update' button. Below the navigation bar, the 'Additional comments' field is highlighted with a red box. The field is currently empty and has a small blue checkmark icon next to the label. Below the comments field, there is a 'Variables' section. The main content area is divided into several sections: 'Business Justification', 'Type of Request', 'Request Details', 'Order Information', 'Requested On Behalf Of' (with the name 'Paul Rydeen' entered), and another 'Order Information' section at the bottom.





- Users may personalize the list view by clicking on the gear and selecting / deselecting columns to display, as well as reordering the columns.

► All > Request Requested for = Paul Rydeen .or. Request Opened by = Paul Rydeen > Active

	≡ Number ▲	≡ Created	≡ Catalog	≡ Item
<input type="checkbox"/>	 <a href="#">RITM0080860</a>	2014-11-14 20:28:44		<a href="#">Smartphone Seat</a>
<input type="checkbox"/>	 <a href="#">RITM0085620</a>	2015-01-23 09:51:20		<a href="#">Wintel Desktop</a>
<input type="checkbox"/>	 <a href="#">RITM0085685</a>	2015-01-27 13:11:34		<a href="#">FOIA Requests</a>
<input type="checkbox"/>	 <a href="#">RITM0085834</a>	2015-01-29 13:47:32		<a href="#">Wintel Laptop</a>
<input type="checkbox"/>	 <a href="#">RITM0086429</a>	2015-02-03 09:10:33		<a href="#">NSSC IT Waiver Requ</a>
<input type="checkbox"/>	 <a href="#">RITM0086475</a>	2015-02-03 10:11:10		<a href="#">NSSC IT Waiver Requ</a>

*Click the gear to see display options for personalizing your list view.*

- Save personalized list views by dragging the “bread crumbs” to “the Edge”. In the example I removed the default “Active = true” filter from the bread crumbs.
- Be sure to click on the far right of the bread crumbs to drag to the Edge or you will exclude any search terms to the right of where you click.

Toggle Navigator

List and Form View

Tagged Documents

All Bookmarks

Bookmark and pane-based UI help

Requested Item: All > Request Requested for

\*\*\*NSSC TEST INSTANCE\*\*\*

Welcome: Paul Rydeen

Type filter text

My IT Approvals

My IT Approval History

My Org Approvals

My Org Approval History

My Resource Approvals

My Resource Approval History

My Assets

Service Catalog

Assets To Be Updated

My Task Boards

My Requested Items

My Requested Item History

All Requested Items

My Profile

Requested Items

Go to Item

All > Request Requested for = Paul Rydeen .or. Request Opened by = Paul Rydeen

	Number	Created	Catalog	Item	Approval
<input type="checkbox"/>	<a href="#">RITM0087091</a>	2015-02-19 13:20:01		<a href="#">Additional VTS Participants Request</a>	Requested
<input type="checkbox"/>	<a href="#">RITM0088176</a>	2015-04-29 07:32:25		<a href="#">Apple Desktop</a>	Requested
<input type="checkbox"/>	<a href="#">RITM0085597</a>	2015-01-22 12:28:24		<a href="#">Apple Desktop</a>	Requested
<input type="checkbox"/>	<a href="#">RITM0085686</a>	2015-01-27 13:12:58		<a href="#">Apple Desktop</a>	Requested
<input type="checkbox"/>	<a href="#">RITM0090205</a>	2015-04-30 13:47:10		<a href="#">Apple Laptop</a>	Requested
<input type="checkbox"/>	<a href="#">RITM0088136</a>	2015-03-05 15:28:40		<a href="#">Apple Lightweight Laptop</a>	Requested
<input type="checkbox"/>	<a href="#">RITM0088138</a>	2015-03-05 15:49:09		<a href="#">Apple Lightweight Laptop</a>	Requested

This gray area is the Edge



- Requests can be canceled or edited at any point in the approval process until the final approval has been received.
- Select **Update** if you want to add comments to the request that approvers and vendors will see. You will be returned to your home screen.
- The **Cancel** button will close the request and remove it from the workflow. No further action will be taken on it.
- Selecting **Edit Request** will cancel the current RITM and retain your current selections in a new RITM for edit and resubmit. NOTE: Any comments ("Work Info") recorded on the old RITM will not be retained. The new request will retain all other details.

Impersonating: James Barnett

Logout

List and Form View

Type filter text

Self-Service

- Homepage
- Knowledge

All Bookmarks

- NSSC OCIO Work Initiatives
- All Projects / All Portfolios

Bookmark and pane-based UI help

- My Assets
- Service Catalog
- Assets To Be Updated
- My Task Boards
- Requested Items
- My Profile

Project

Requested Item - RITM0090177

Update Cancel Edit Request

Number RITM0090177

Item Apple Desktop

Request REQ0090119

Requested for James Barnett

Due date 2015-04-29 06:43:20

Watch list

Opened 2015-04-29 06:43:21

Opened by James Barnett

Stage Waiting for Approval

Stage Open

Quantity 1

Estimated Delivery

Survey Result -- None --

Variables

Order Information

Requested On Behalf Of James Barnett	Ship To NASA Shared Services Center
Organizational Approver NSSC XB000	Ship To Building 1111
	Ship To Room 372C

Type of Request New Seat

Request Details

Type of Seat



## Services: Placing an *On Behalf Of* Order

When submitting a request, you may submit it for yourself or *on behalf of* (OBO) any other NASA user.

The screenshot displays the NASA Enterprise Service Desk (ESD) interface. The top header includes the NASA logo, the text "\*\*\*NSSC TEST INSTANCE\*\*\*", and a welcome message "Welcome: Paul Rydeen". The left sidebar contains a "Toggle Navigator" and a "List and Form View" section. The main content area shows a "Self-Service" section with a "Requested On Behalf Of" dropdown menu. A "Users" window is open, displaying a list of users with columns for Name, First name, Last name, User ID, and Email. The list includes Joseph Hatten, Lori Hatten, Mark Schattenburg, and Walter Hatten. The "Requested On Behalf Of" dropdown is set to "hatten".

\*\*\*NSSC TEST INSTANCE\*\*\*

Welcome: Paul Rydeen

Self-Service

Requested On Behalf Of

hatten

Users | ServiceNow Service Automation - Windows Internet Explorer

https://nasatest.service-now.com/sys\_user\_list.do?sysparm\_target=IO%3A075146376f04310053a9

Name	First name	Last name	User ID	Email
JOSEPH HATTEN	JOSEPH	HATTEN	jhatten	joseph.hatten.ctr@navy.mil
Lori Hatten	Lori	Hatten	lhatten	lori.l.hatten@nasa.gov
MARK SCHATTENBURG	MARK	SCHATTENBURG	mlschatt	marks@space.mit.edu
Walter Hatten	Walter	Hatten	whatten	walter.hatten@associates.hq.dhs.gov



- Select the OBO customer while creating any request and their name is displayed. Start typing the first name to get initial search results or click the spy glass for advanced search.
- Select the OBO user and proceed with the request as usual.

Service Catalog  
Requested Items  
My Profile  
Take Survey  
My Assessments & Surveys  
Email Log  
LIN  
Invoice Uploads  
CRUM Project  
Management  
Project  
Asset Management

**Order Information**

**Requested On Behalf Of**  
Lori Hatten

**Ship To**  
NASA Shared Services C

**Organizational Approver**  
NSSC NSSC

**Type of Request**  
-- None --

**Request Details**

**Type of Seat**  
-- None --





## Services: Placing an Order in the APC

- Select the ACES Product Catalog (APC) from the service catalog's landing page. The APC is a second catalog, managed by the ACES vendor, that offers additional services not maintained in the ESRs.

The screenshot displays the NASA Enterprise Service Desk (ESD) interface. At the top, the NASA logo is on the left, and the text "\*\*\*NSSC TEST INSTANCE\*\*\*" is in red. Below this, a "Welcome: Paul Rydeen" message is shown. The left sidebar contains a "Toggle Navigator" and a "List and Form View" button. The main content area is titled "Service Catalog" and features a search bar. Four service tiles are visible: "ACES Product Catalog (APC)" (highlighted with a red border), "Agency OCIO Services", "Collaboration Services", and "Computing Seat Services". The "ACES Product Catalog (APC)" tile includes a red icon with the word "ACES" and a description: "Review and purchase from the ACES product catalog, includes the management of product returns and price match requests." The "Agency OCIO Services" tile has an orange icon and describes services for internal Agency CIO functions. The "Collaboration Services" tile has a green icon and describes services related to collaboration tools. The "Computing Seat Services" tile has a blue icon and describes services for requesting new computing seats or modifications.



- A variety of APC options will be displayed. In this example we will select the General Purchase option.

The screenshot shows the NASA ESD Enterprise Service Desk interface. The top header includes the NASA logo, the text "ESD Enterprise Service Desk", and "NASA Shared Services Center". Below the header, a navigation bar shows "Welcome: Paul Rydeen" and a "Logout" button. The left sidebar contains a "Toggle Navigator" and a list of menu items: "List and Form View", "Tagged Documents", "All Bookmarks", "Bookmark and pane-based UI help", "Self-Service", "Homepage Knowledge", "NSSC OCIO Work Initiatives", "All Projects / All Portfolios", "My Approvals", "My Approval History", "My Assets", "Service Catalog", "Requested Items", "My Profile", "Take Survey", "My Assessments & Surveys", "Email Log", "CLIN", "Invoice Uploads", "SCRUM Project Management", "Project", "Asset Management", and "Reports". The main content area is titled "Service Catalog > ACES Product Catalog (APC)" and shows a search bar and a list of items. The first item, "General Purchase", is highlighted by a red box. It includes a description: "General Purchase from the ACES Product Catalog (APC)" and a "More Information" link. Below the description is a red box with the text: "Make a miscellaneous purchase from the APC. \*If installation is needed - please include within your APC cart prior to submitting.\*". The second item, "Product Catalog Price Match", is also visible, with a description: "Request for an ACES Product Catalog item's price to match a lower one" and a "More Information" link. The third item, "Product Catalog Returns", is partially visible at the bottom.



- In addition to the usual service options, you must click “Link to APC Cart” in order to select your desired item(s) within the APC.

\*\*\*NSSC TEST INSTANCE\*\*\*

Welcome: Paul Rydeen [Logout](#)

Toggle Navigator

List and Form View

Self-Service

Homepage

Knowledge

Tagged Documents

NSSC OCIO Work

Initiatives

All Projects / All Portfolios

All Bookmarks

Bookmark and pane-based UI help

My Approvals

My Approval History

My Assets

Service Catalog

Requested Items

My Profile

Take Survey

My Assessments & Surveys

Email Log

CLIN

Invoice Uploads

SCRUM Project Management

Project

Asset Management

Reports

Search

[Service Catalog](#) > [ACES Product Catalog \(APC\)](#) > General Purchase

General Purchase from the ACES Product Catalog (APC)

Make a miscellaneous purchase from the APC. **"If installation is needed - please include within your APC cart prior to submitting."**

[Order this Item](#)

[Order Now](#)

**Order Information**

**Requested On Behalf Of** **Ship To**

Paul Rydeen NASA Shared Services C

**Organizational Approver** **Pay with P-Card**

NSSC XD030 No

**Request Details**

**Place an Order on the ACES Product Catalog (APC)**

Place an Order on the ACES Product Catalog: [Link to APC Cart](#)

**Pay with P-Card?**

No



**Business Justification**

**Additional Comments / Business Justification**




- The APC will open in a new tab or window, depending on your browser settings.
- Once you have completed your purchase in the APC, you will be returned to the ESRS where you may complete your request.

[Contact Us](#) | [Shop Now](#) | (Login As: [nasaesrs@kstdata.com](#)) | [Favorites](#) | [Feedback](#) | [🛒 \(0 items\)](#)

 **ACES** 


## ACES Product Catalog (APC)


Looking for something else?  
Use the request for quote (RFQ)  
function in ESRS.





**Shop By**


**Location:** [Home](#) >> [Product](#)


  
**HP Desktop - B Seats**


  
**Apple - B Seats**


  
**X Builds**


  
**Lenovo Accessories**


  
**HP Accessories**


  
**ACES MANAGED  
SOFTWARE FOR  
ACES SEATS ONLY**


  
**Apple Accessories**

  
**Third Party  
Accessories**

  
**Printer and printer  
accessories**

  
**Services**

  
**Cellular Accessories**

  
**Non-APC Items  
Requested for RFQ**

RELEASED - Printed documents may be obsolete; validate prior to use. 32230 Copyright © 2010-2015. All Rights Reserved.



## Services: Approvals

### Approval Process

- The approval process for a Service catalog item is predefined by the Service Owner (End User Service Office [EUSO], Communications Service Office [CSO], etc.).
- All approvals must be completed prior to fulfillment by the vendor.
- Approvers will receive an e-mail from the system notifying them of the pending request.
- The ESRS requires up to three approvals for each request:
  - The first will be from an individual designated for approving orders from your Organization (Org Code). This is the Organizational Approver and is typically your supervisor or other manager.
  - As part of their approval, your Organizational Approver chooses an IT Approver and/or a Resource Approver (if required).
  - The IT approver ensures your request is in line with Center IT objectives. The Resource Approver ensures funding is available for the transaction.
- If an approver is unavailable to approve a request in ESRS, other approvers within the defined queue have the capability to make the approval.
- Approver training is covered in a separate course.

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## Services: P-Card Orders

- A NASA Purchase Card (P-Card) can be used when placing an order in ESRS for many of the services in the catalog. Some services are not available for P-Card transaction; the system will indicate which services are eligible for P-Card payment. P-Cards are primarily available for APC orders.
- Customers can select the P-Card payment option when placing a request; the ORG approver can also select / deselect the P-Card payment option.
- Org Approvers will select which P-Card holder will process the request.
- When processing the request in ESRS, the P-Card Holder will enter their P-Card information into the secure system.
- The I3P vendor will charge the P-Card for the purchase.
- P-Card approver training is covered in a the “ESRS for Approvers” course.



- The Pay with P-Card option is shown below. Requestors may select it here, and Org Approvers may select or deselect it when the request comes to them for approval.

The screenshot displays the NASA ESD Enterprise Service Desk interface. The top header includes the NASA logo, the text "\*\*\*NSSC TEST INSTANCE\*\*\*", and a "Logout" button. The left sidebar contains a "Toggle Navigator" and a list of menu items: "List and Form View", "Self-Service" (with sub-items: Homepage, Knowledge, NSSC OCIO Work, Initiatives, All Projects / All Portfolios, My Approvals, My Approval History, My Assets, Service Catalog, Requested Items, My Profile, Take Survey, My Assessments & Surveys, Email Log), "CLIN", "Invoice Uploads", "SCRUM Project Management", "Project", "Asset Management", and "Reports". The main content area shows a breadcrumb trail: "Service Catalog > ACES Product Catalog (APC) > General Purchase". Below this is a section titled "General Purchase from the ACES Product Catalog (APC)" with a red box icon and the text: "Make a miscellaneous purchase from the APC. **\*If installation is needed - please include within your APC cart prior to submitting.\***". To the right of this section is an "Order this Item" button with an "Order Now" link. The "Order Information" section includes fields for "Requested On Behalf Of" (Paul Rydeen) and "Ship To" (NASA Shared Services C). The "Organizational Approver" field is set to "NSSC XD030". The "Pay with P-Card" section has a dropdown menu set to "No". The "Request Details" section includes a link to "Place an Order on the ACES Product Catalog (APC)" and a link to "Link to APC Cart". The "Pay with P-Card?" section is highlighted with a red box, showing a dropdown menu set to "No". The "Business Justification" section includes a field for "Additional Comments / Business Justification".



## New Feature: Tech Refresh / Early Tech Refresh

- Beginning June 1, 2015, users may now use the ESRS to request Technology Refreshes for ACES seats.
- **Early Tech Refresh (ETR)** may be requested when a user wants to replace an active ACES seat with another type of equipment (*e.g.*, Wintel to Mac, or iPhone 5 to iPhone 6).
- **Tech Refresh (TR)** is used when a user is in their refresh cycle and wishes to request a different type of equipment. This is sometimes referred to as a “Like for Unlike” refresh.
- ACES will continue to notify users when their refresh cycle begins. These can occur from two to four years apart, depending on the type of ACES seat you have. No notice is needed to begin an ETR.
- Details for ETR and TR are shown on the following slides.



- Navigate to the type of ACES seat you want to refresh (Compute Seat, Mobile Seat, etc.)
- Under “Type of Request”, Select **Tech Refresh** or **Early Tech Refresh** as applicable

The screenshot shows the 'Order Information' section of the ESD system. It contains several fields for user and organizational information, shipping details, and a dropdown menu for 'Type of Request'. A blue arrow points to the 'Type of Request' dropdown, which is currently open, showing options: -- None --, New Seat, Temporary Seat, Tech Refresh, Early Tech Refresh, and Legacy Add.

Order Information	
<b>Requested On Behalf Of</b> Paul Rydeen	<b>Ship To</b> NASA Shared Services C
<b>Organizational Approver</b> NSSC XD030	<b>Ship To Building</b> 1111
	<b>Ship To Room</b> 106C
<b>Type of Request</b>	
-- None -- New Seat Temporary Seat Tech Refresh Early Tech Refresh Legacy Add	



- Select the user (your user data is pre-populated but you can change it to any valid NASA user), the Type of Request, then click the spy glass next to “Which Asset to Refresh?” to see a list of valid assets.
- If no assets are available to be refresh, **your search may not return any results.**

Order Information

Requested On Behalf Of

Pinar Moore

Ship To

NASA Shared Services C

Organizational Approver

NSSC XD030

Ship To Building

1111

Ship To Room

106C-2

Type of Request

Tech Refresh

Instructions if you do not see your asset listed

If your asset is not listed, please [click here](#) to create a ticket. Someone from the ESD will assist you.

Which Asset to Refresh?

More information

00010863 - Wintel Laptop

Refresh Instructions

You should only use this request type if you have been notified via email that you are eligible for refresh and if your device is eligible for refresh before 1/1/2015.

Completion of your refresh will be coordinated by the local center ACES refresh coordinators in conjunction with other refresh activities. Inclusion in the refresh activity is dependent upon this REQ being approved by the NASA approvers.

https://nasatest.service-now.com/?sysparm\_target=IO%3Ae391c6376f04310053a94d1fde3ee4c6&sysparm\_...

Assets Go to Asset tag

<< < 1 to 2 of 2 > >>

Asset tag

Mobile Number

Model category

Model

Serial number

I3

00011157

Computer

Wintel Desktop (S-Seat)

MJBMCYZ

A0084

00011155

Computer

Wintel Desktop (S-Seat)

MJBMCXR

A0084

<< < 1 to 2 of 2 > >>





- **Early Tech Refresh (ETR)** works the same as Tech Refresh – select the user, Type of Request, and asset.
- You will see one additional field for ETR: **ATV**. This is the **Asset Transition Value**, the one-time cost associated with replacing your seat early. Once you select your asset, the ATV field will be populated with the ATV cost. When you click Submit, a pop-up window will ask you to confirm the ATV cost.

Order Information

Requested On Behalf Of

Paul Rydeen

Ship To

NASA Shared Services C

Organizational Approver

NSSC XD030

Ship To Building

1111

Ship To Room

106C

Type of Request

Early Tech Refresh

Instructions if you do not see your asset listed

If your asset is not listed, please [click here](#) to create a ticket. Someone from the ESD will assist you.

Which Asset to Refresh?

More information

ATV

\$0.00

Refresh Instructions

You should only use this request type if you have been notified via email that you are eligible for refresh and if your device is eligible for refresh before 1/1/2015.

Completion of your refresh will be coordinated by the local center ACES refresh coordinators in conjunction with other refresh activities. Inclusion in the refresh cycle is dependent upon this request being approved by the NASA approvers.



# ESD

Enterprise Service Desk

NASA Shared Services Center

## Changes to Services in the Catalog

- As a part of this upgrade we were able to take advantage of new capabilities in ServiceNow to make searching and requesting services easier for the customer.
- A number of services that were previously offered as stand-alone items have been combined to facilitate browsing.
- For **ACES**, users will note changes to “S” and “M” seats. These were previously offered as separate services but now the “S” or “M” options are selected while ordering the type of equipment. Users only need to browse to Wintel Laptop, for example, and select all relevant options in one place. The same is true for mobile seats.
- For **NICS**, users will note changes to LAN Connection Services. A number of options have been combined into a single service, with radio buttons to select the desired service.
- **My Services** is the new category replacing **Service & Configuration Modifications**. ACES users can use this category to change device configurations, de-subscribe from ACES seats, and defer scheduled refreshes. Note that these services use the **Show My Services** capabilities to display your eligible ACES assets, as do the Tech Refresh and Early Tech Refresh services.



## Service Validation and Satisfaction Surveys

- ESD users have always received an e-mail asking them to verify receipt of the services that were ordered and to participate in a satisfaction survey. This feature was enhanced effective 11/24/14 so users may expect to see some changes when they order services.
- Users have six calendar days to respond to the validation request once the e-mail is received. Your response is critical to success of the program. Failure to do so will result in an exception during reconciliation of the ACES invoice.
- If users fail to respond, the system will send an escalation notice to the approvers within the Org Approval queue that was selected on the original order.
- Org Approvers will be asked to validate receipt of the services ordered.
- Org Approvers are expected to work with end users to validate receipt of services ordered. Org Approvers will also be advising end users to ensure a response to ESD surveys within the required time so escalation is not required.
- If an Org Approver does not validate receipt within six calendar days of escalation, the system will send an escalation notice to the Center Final Validators (CFVs) at your Center. The CFVs will work the issue to closure.
- A sample validation email is included on the next slide.



## Sample Email

The following revision has been made to the email that end users will receive:

### Ordered for Self to Customer – Completed Email

Subject: ACTION REQUIRED: Service Delivery Validation for Service Request <RITM#> for <Detailed Description> is now required.

Body: All users are encouraged to validate their services. HOWEVER, USERS RECEIVING ACES SERVICES ARE REQUIRED TO VALIDATE DELIVERY OF A REQUESTED SERVICE WITHIN SIX DAYS.

The following information is in reference to Service Request <RITM#>.

Service Request <RITM#> for <Detailed Description>  
<Insert APC details here> has been completed.

Comments/Business Justification:

<\$Comments\_Business Justification Entry 1\$> <date>  
<\$Comments\_Business Justification Entry 2\$ (if exists)> <date>  
<\$Comments\_Business Justification Entry 3\$ (if exists)> <date>

We are dedicated to providing you with accurate and timely delivery of services. Please take a moment to let us know if we have completed delivery of your Service Request to your satisfaction at <survey link>. You may also view the details of your Service Request at <https://esd.nasa.gov> by selecting Order Services Self-Service, Requested Items. . Please note the survey will time out after 30 minutes of inactivity. Also, this survey will expire after six days.

If your service was NOT delivered in a complete and accurate manner you can respond 'No' to the first question on the survey; we will open a ticket on your behalf to have the matter resolved.

If you have any questions or need assistance, please visit the NASA Enterprise Service Desk (ESD) online at <https://esd.nasa.gov> or call 877-677-2123 to speak with an ESD agent. Please reference Service Request <RITM#> when calling or include it in your online incident ticket.



## Misc. Tips and Tricks

- This section contains a short collection of “Tips and Tricks” that should be useful for users of the ESRS. You may skip past this section to the end of the course if desired.
- Contents:
  - View assigned “approval queue”
  - View all approvers who are in the assigned “approval queue”
  - View Approver who approved the request
  - Requests (REQs) and Requested Items (RITMs)
  - Remove filters, add new filters to displayed data
  - Display RITM information when taking the survey



- View assigned “approval queue”

\*\*\*NSSC DEV INSTANCE\*\*\*

Impersonating: JENNIFER GREER

Logout

Type filter text

Self-Service

- Homepage
- Knowledge
- NSSC OCIO Work Initiatives
- All Projects / All Portfolios
- My Assets
- Service Catalog
- HR Catalog
- My Task Boards
- My Requested Items
- My Requested Item History
- All Requested Items
- My HR Requests
- My Profile

Backup Phone

Conference Room Equipment

Conference Room Monitor

Conference Room Polycom Phone

Conference Room Projector

Conference Room Smart Board

Conference Room White Board

Document Image Scanner

SSL Certificate

Television

Order Information

Requested On Behalf OfJENNIFER GREER

Ship ToNASA Shared Services Center

Organizational ApproverNSSC NSSC

Ship To Building1111

Ship To Room173G

Type of RequestNew Seat

Request Details

Type of SeatB-3 | Apple Desktop (Standard Seat)

MonitorNASA-STD-2805x Standard

Business Justification

Additional Comments / Business Justificationasldasdl

UpdateCancelSaveEdit Request

Related Links

Show Workflow

Approvers (5)Catalog Tasks (2)

Parent = RITM0059688

Number	Assignment group	Assigned to	Short description	Work start	Work end
TASK0013035	Resource: NSSC		Cost Center Needed		
TASK0013032	NSSC NSSC		Org Approval Needed		2015-05-07 14:53:27 CDT

Actions on selected rows...



- View all approvers who are in the assigned “approval queue”

\*\*\*NSSC DEV INSTANCE\*\*\*

Impersonating: JENNIFER GREER

Logout

Group - Resource NSSC

Name: Resource NSSC

Group email: [input field]

Manager: [input field]

Parent: Resource Approval Group

Hourly rate: \$0.00

Type: [input field]

Description: [input field]

Group members: Go to: User [input field]

Group = Resource NSSC

User
Batrina Street
Cynthia Ledell
William Wright III
Paul Rydeen
Racheal Down
Randall Tabor
REMBERTO VALENZUELA
Kim Avery
DEBRA LIZANA
MARA COOK
Robin Schenck

Actions on selected rows...

- View Approver who approved the request

Toggle Navigator

List and Form View

Tagged Documents

All Bookmarks

Bookmark and pane-based UI help

Self-Service

☆ Homepage

☆ Knowledge

☆ NSSC OCIO Work Initiatives

☆ All Projects / All Portfolios

☆ My Assets:

☆ Service Catalog

☆ HR Catalog

☆ My Task Boards

☆ My Requested Items

☆ My Requested Item History

☆ All Requested Items

☆ My HR Requests

☆ My Profile

Backup Phone

Conference Room Equipment

Conference Room Monitor

Conference Room Polycom Phone

Conference Room Projector

Conference Room Smart Board

Conference Room White Board

Document Image Scanner

SSL Certificate

Television

NASA

\*\*\*NSSC DEV INSTANCE\*\*\*

Impersonating: JENNIFER GREER

Logout

Requested Item - RITM0059688

Update Cancel Save Edit Request

Order Information

Requested On Behalf Of JENNIFER GREER

Ship To NASA Shared Services Center

Organizational Approver NSSC NSSC

Ship To Building 1111

Ship To Room 173G

Type of Request New Seat

Request Details

Type of Seat B-3 | Apple Desktop (Standard Seat)

Monitor NASA-STD-2805x Standard

Business Justification

Additional Comments / Business Justification asdfasdf

Update Cancel Save Edit Request

Related Links

Show Workflow

Approvers (5) Catalog Tasks (2)

Catalog Tasks Go to Number

Parent = RITM0059688

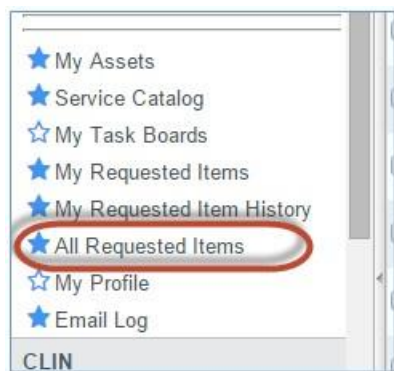
Number	Assignment group	Assigned to	Short description	Work start	Work end	Name
TASK0013035	Resource NSSC		Cost Center Needed			
TASK0013032	NSSC NSSC		Org Approval Needed	2015-05-07 14:53:27 CDT		CHARLENE THAMES

Actions on selected rows...



## • Requests (REQs) and Requested Items (RITMs)

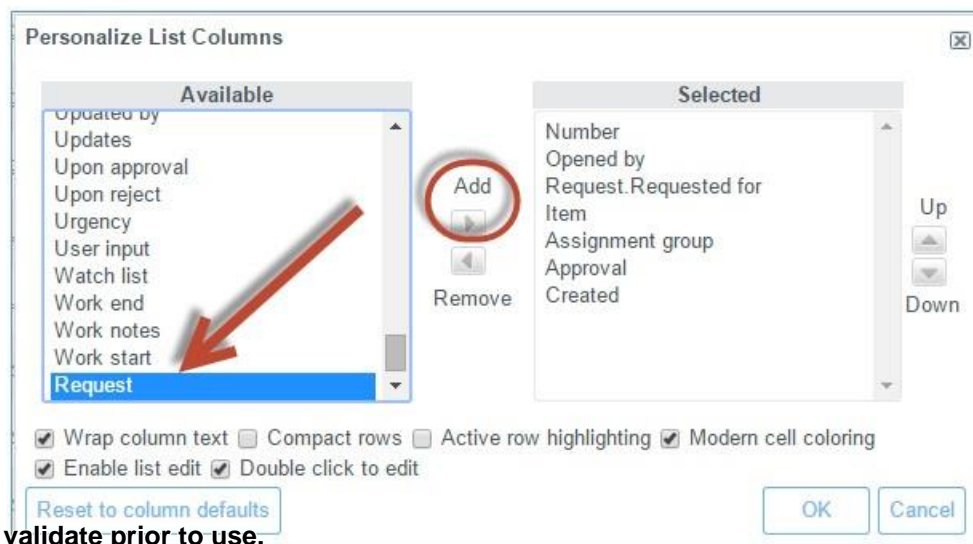
A REQ can have multiple RITMs associated with it (this happens if you add several items to your cart and submit them all at the same time), so there's a one-to-many relationship there. First click on All Requested Items:



Second, if you don't have the Request column in the results, click the gear icon to add it:



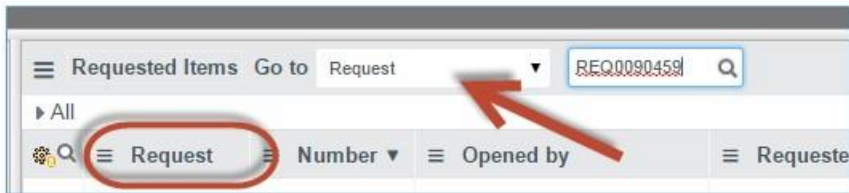
Third, find the Request column in the list and click the Add button, then OK:



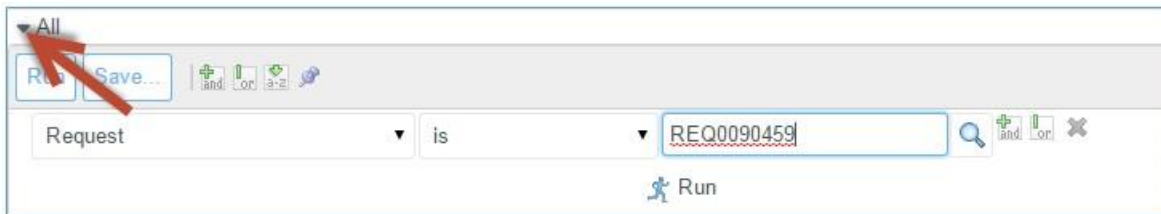


- Requests (REQs) and Requested Items (RITMs) (cont.)

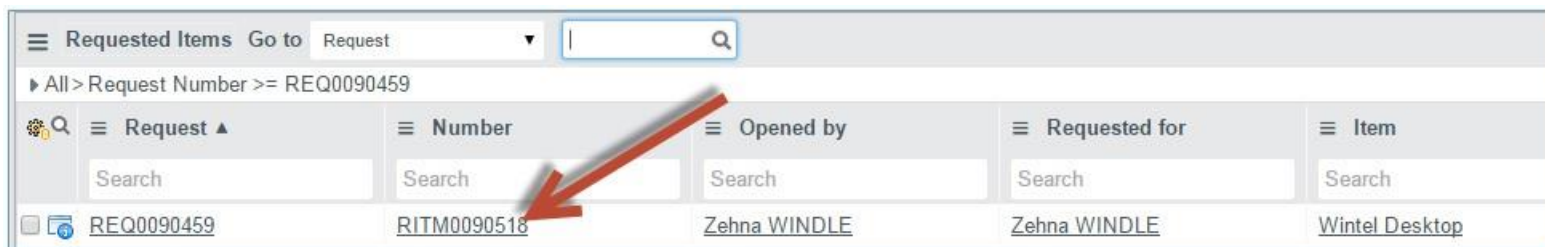
Now that the Requested column is added you can select it in the Go To search field:



Alternatively you can click the gray arrow next to All and adjust the drop-downs to show this criteria:



The RITM number will appear on the same line as the REQ searched:

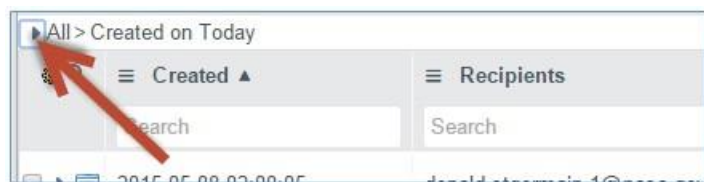


Requested Items				
Go to Request				
All > Request Number >= REQ0090459				
Request	Number	Opened by	Requested for	Item
Search	Search	Search	Search	Search
REQ0090459	RITM0090518	Zehna WINDLE	Zehna WINDLE	Wintel Desktop

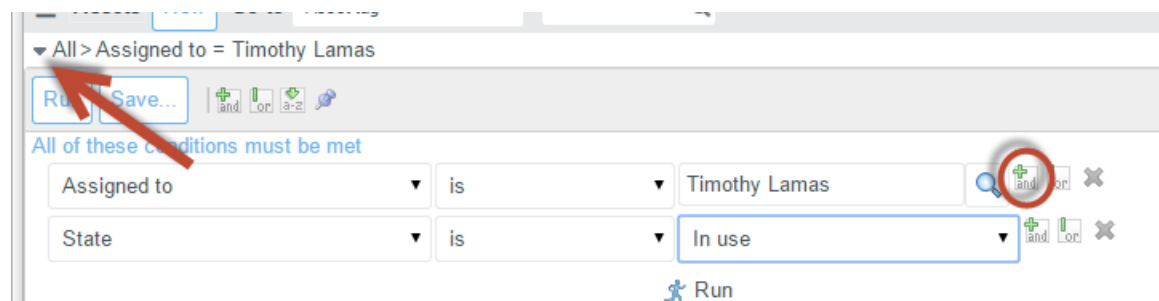




- Remove filters, add new filters to displayed data
  - You can filter search to show all data rather than the display data by clicking the word ALL in the “bread crumbs”




- You can change the display filter by following these steps
  - Click the gray arrow next to All
  - Click the Add button
  - Set up the drop-downs with the variables and actions that are desired
  - Click Run





- Display RITM information when taking the survey
- By clicking the link in the survey header (not shown) you may display the full RITM information before completing the survey.

NASA ESD Requested Item Assessment



## ESD Enterprise Service Desk

**RITM0059524**  
Requested Item Assessment

\* Was the service you ordered delivered to you complete

☐ Yes ☐ No

**Paperwork Reduction Act Statement:** This information collection is for NASA management and budget (OMB) control number. The OMB control number is 0704-0188. For more information on this statement relating to our time estimate to: [nssc-esd-communications@mail.nasa.gov](mailto:nssc-esd-communications@mail.nasa.gov)

### Request Item Details

Number	RITM0059524	Opened	2015-04-29 09:58:44 CDT
Due date	2015-04-29 09:58:42 CDT	Opened by	Marsha Vargas
Request	REQ0060853	Stage	Completed
Requested for	Marsha Vargas	Approval	Approved
		State	Closed Incomplete

Delivery Plan Status for: Wintel Laptop

Task	Duration	Expected Start	Started	Completed
Org Approval Needed		2015-04-29		2015-04-29
Cost Center Needed		2015-04-29		2015-04-29
Please provision a new device		2015-04-29		2015-05-01

Description

The Wintel Laptop S (Standard) Seat is a Wintel model that includes the Microsoft Windows operating system, docking station, 3 year Refresh, and 8 hour Return to Service. The selections listed below with the \* are required selections for ordering, when your selections are made - please click the Submit Now button to submit for appropriately approvals/processing. The Expected Delivery Date is 2 Business days from the time of final NASA approvals.

The Wintel Laptop M (Modifiable) Seat is an HP model that includes the Windows operating system. This seat is designed for users who have similar requirements as the S (Standard) Seat but need different service and/or select hardware options. The selections listed below with the \* are required selections for ordering, when your selections are made - please click the Submit Now button to submit for appropriately approvals/processing. The Expected Delivery Date is 5 Business days from the time of final NASA approvals.

- Display: 15.6"
- Weight: 5.40 lbs
- Processor: Intel Core i5-4300M 2.60GHz
- RAM: 8GB
- Hard Disk Drive: 500GB
- Battery: 6 cell / Up to 7 hrs

these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number is 0704-0188. For more information on this statement relating to our time estimate to: [nssc-esd-communications@mail.nasa.gov](mailto:nssc-esd-communications@mail.nasa.gov)

*RITM details displayed in pop-up window.*



### • Glossary

Old Term/Name	NewTerm/Name	Description
Service Request (i.e. REQ0000854883)	Request Item (RITM) (i.e. RITM00000067890)	This includes all work initiated in the ESRS (ServiceNow) catalog
Work Order (i.e. WO0000000012345)	Task (i.e. TASK0021337)	This includes all approved work that is dispatched for action/fulfillment. (Note: ACES invoices will be using RITMs to replace WO's, not Tasks.)
N/A	Request (REQ) (i.e. REQ0090131)	Higher level number for grouping Request Items
ACES Service Request	No Change	This is the record HP creates within their system (Service Manager) to fulfill a Request. We record this number in our Task.
Seat	Seat	No Change
Asset (CMDDB)	Fulfillment Data (Service Instance)	This is ServiceNow's title for one or more related Assets which includes a Base CLIN, sub CLINS and is related to subsequent Request(s) that affect the Fulfillment / Service Instance / Asset
Service (In ESRS)	Catalog Item	This is an end user offering within the ESRS
N/A	Tech Refresh (TR)	Tech Refresh allows users to select a like for like or a like for unlike asset that is eligible for refresh.
N/A	Early Tech Refresh (ETR)	Early Tech Refresh allows users to select a like for like or a like for unlike asset that is not eligible for refresh.
N/A	Asset Transition Value (ATV)	One time cost of Early Tech Refresh.



## Additional Learning Resources

- For misc. tips and tricks to help manage approvals, please see the “Order Services for Approvers” course in SATERN.
- The ServiceNow wiki page has a wealth of information, training materials, and videos: *wiki.servicenow.com*.
- ESD Tier 0 also has copies of this training presentation and other knowledge base items: *esd.nasa.gov*.



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## CONGRATULATIONS!

You have completed the ESD “Order Services for End Users” Course. Please close this window and you will be returned to this course's Content Structure page in SATERN.





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*NASA Shared Services Center*

